EXHIBIT B

mdcps
Mississippi Department of Child Protection Services

The State of Mississippi
Phil Bryant, Governor
Jess H. Dickinson, Commissioner
www.mdcps.ms.gov

To: Public Catalyst

From: Kris Jones, Deputy Commissioner of Administration
Tamara Garner, Office Director II

Subject: 2nd MSA 2.1

Date: 2/15/2019

MDCPS submits the attached production in accordance with Section 2.1 of the 2nd Modified Mississippi Settlement Agreement and Reform Plan.

The information presented includes a report of calls to MCI that were answered and dropped, as well as the length of time it took to answer calls.

MDCPS
015073

MCI MONTHLY OUTPUT: 10/1/2018 – 12/31/2018

Month Starting	Avg Speed Ans	Avg Aban Time	ACD Calls	Avg ACD Time	Avg ACW Time	Aban Calls
Totals	:39	3:53	9027	12:10	:00	629
10/1/2018	:52	3:53	3472	12:19	:00	342
11/1/2018	:37	3:56	2767	12:13	:00	187
12/1/2018	:25	3:49	2788	11:55	:00	100

NAME	DESCRIPTION
Avg Speed Ans	The average time calls waited in queue and ringing before an agent answered. This does not include direct agent calls, but it does include outbound ACD calls placed by an adjunct (also called outbound predictive dialing).
Avg Aban Time	The average time a caller waited before hanging up.
Avg ACW Time	Average amount of time, in the specified time period, that agents spent in after-call work for split/skill and direct agent ACD calls to this VDN.
ACD	The total number of agents connected to inbound and outbound ACD calls in each split/skill. This does not include direct agent calls.
ACD Calls	The ACD calls that were queued to the split/skill and answered by an agent. This does not include direct agent calls, but it does include ACD calls placed by an adjunct (also called outbound predictive dialing).
Avg ACD Time	The average time the agents spent talking on ACD calls for the split/skill. This does not include hold time on direct agent calls, but it does include talk time of all outbound ACD calls placed by an adjunct (also called outbound predictive dialing).
Aban Calls	The total number of queued calls for each split/skill that abandoned before an agent answered. This includes calls that are ringing at a voice terminal but does not include direct agent calls. It also includes the number of outbound calls for each split/skill that abandoned at the far end before an agent answered.